

Job Description

Fleet Manager

Purpose of the Role

The Fleet Manager is responsible for the safe, compliant, and efficient operation of FareShare South West's fleet, including vans, HGVs, forklifts, and manual handling equipment. This role ensures all vehicles, equipment, and drivers operate to the highest standards of safety, legal compliance, and operational effectiveness.

The Fleet Manager supports the wider operations and volunteer driving teams (including 2X HGV Drivers) through training, onboarding, and best practice-practice guidance. Working closely with Hub Managers, the Head of Operations, Food Manager and external contractors, the role drives continuous improvement across fleet operations and contributes to the smooth running of all FareShare South West (FSSW) transport activities.

Key Responsibilities

Fleet Operations

- Coordinate vehicle movements between sites and garages, ensuring minimal disruption to operations, arranging replacements as necessary
- Manage fleet related-related budgets, including accessories, consumables, and recurring charges.
- Manage procurement processes (purchase or leased) related to fleet including onboarding and offboarding of fleet
- Administer insurance policy changes and support the Head of Operations to manage claims involving FSSW vehicles or third parties.
- Build and maintain strong relationships with garages, leasing companies, insurers, fuel card providers, and breakdown services.

Fleet Maintenance

- Oversee servicing, MOTs, repairs, and maintenance for all fleet vehicles, forklifts, and manual handling equipment.
- Oversee daily vehicle checks, defect reporting, and follow up-up actions.
- Diagnose and triage vehicle issues, coordinating timely resolution with trusted contractors.
- Monitor and report on fleet performance metrics and deliver continuous improvement initiatives.
- Maintain accurate fleet records, including maintenance logs, defect reports, mileage, and compliance documentation.

Driver Leadership & Support

- Line manage and support the two HGV Drivers on HGV management and compliance, and support Head of Operations with onboarding HGV Drivers
- Develop and maintain a “train the trainer” model to ensure high quality-quality driver assessments across hubs, ensuring all staff are trained to the same level.
- Support and develop volunteer driving teams, ensuring driver onboarding and checks are consistent across hubs.
- Promote and model best practice in all driving and vehicle related-related duties.

Compliance and Health & Safety (H&S)

- Ensure full compliance with transport legislation, including DVSA standards, driver hours, tachograph rules, and Working Time Directive requirements.
- Maintain accurate records relating to fleet compliance, driver licences, incident forms, and repairs.
- Monitor fleet tracker data and escalate concerns appropriately.
- Support incident investigations, corrective actions, and continuous improvement in safety.
- Work closely with the Head of Operations, supported by the Health & Safety Consultant to embed a culture of continuous improvement and safe working.

General Duties

- Respond to enquiries via phone, email, and internal systems.
- Engage positively with hub visitors and external stakeholders.
- Support wider operational activities to ensure smooth running of FSSW services
- Uphold high standards of professionalism and customer care.